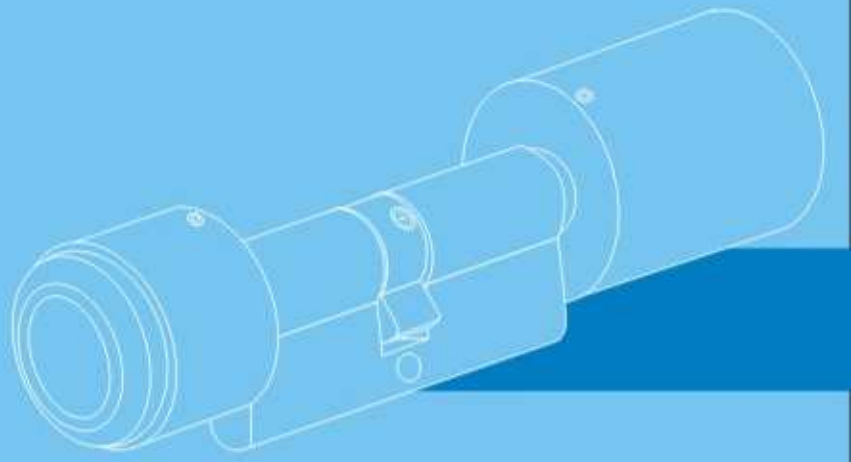
2008

Hotel Protery Management Software

help menu

www.waferlcok.com

WFE Technology Corp.

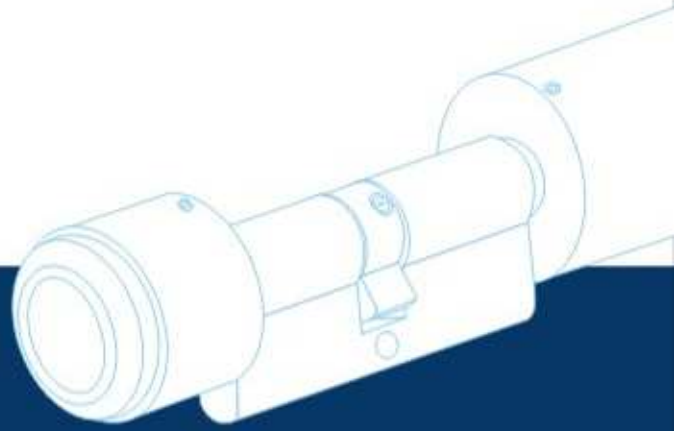


Welcome to Hotel Property Management System User Guide

Thank you for choosing Waferlock Hotel Property Management System (HPMS).

HPMS is a user-friendly software for issuing hotel cards, audit trail, and programming hotel locks.
The HPMS software is compatible to be used with any Waferlock hotel products.

This User Guide contains the detail description of setting up and using HPMS.



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WaferLock®
Security Simplicity

System Requirement

- Operating System: Windows XP/2003/Vista
- CPU: Intel Pentium 1.0GHz+ or AMD Athlon 1000+
- RAM: 256 MB
- HardDisk Space: 100 MB
- CD-ROM or DVD-ROM
- Resolution :1024*768
- Minimum USB port: 1
- Internet Card (for multi front-desk connection)

Software Specification:

- Software capacity: 1500 locks maximum (include all rooms, public doors, passage doors)
- Type of application: small to small-medium size hotel / resorts.
- Card Limitation: all hotel cards must be issued from Waferlock.
- Database of HPMS: PostgreSQL

Driver Installation:

- Any computer that required to use HPMS, it must be installed with HPMS software.
- Please make sure the computer meets the minimum system specification before installing HPMS.
- All necessary drivers will be installed from the HPMS software.

System Login

1 During setup of the HPMS, if user choose to install "HPMS only" instead of "Full Installation", the following screen will pop up and user can use this window to link to any computer or database that needs to be connected.

2 When login in, please use following account to enter the first time:
Login ID: admin
Password: admin

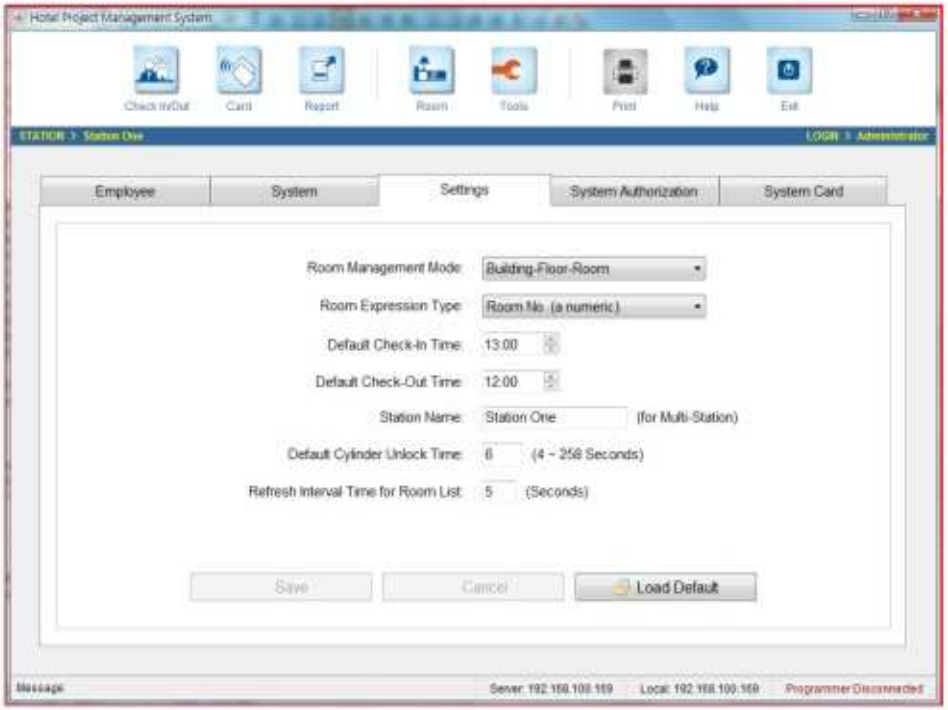
3 If admin users want to use Login Card to login the system. please make sure the hotel system programmer is connected to the PC USB port, then place the Login card on top of the programmer to login.

Before using HPMS, some settings in Tools menu must be done in order to build up the database. please follow the below

1

Settings: go to tools > settings to change the settings like below.

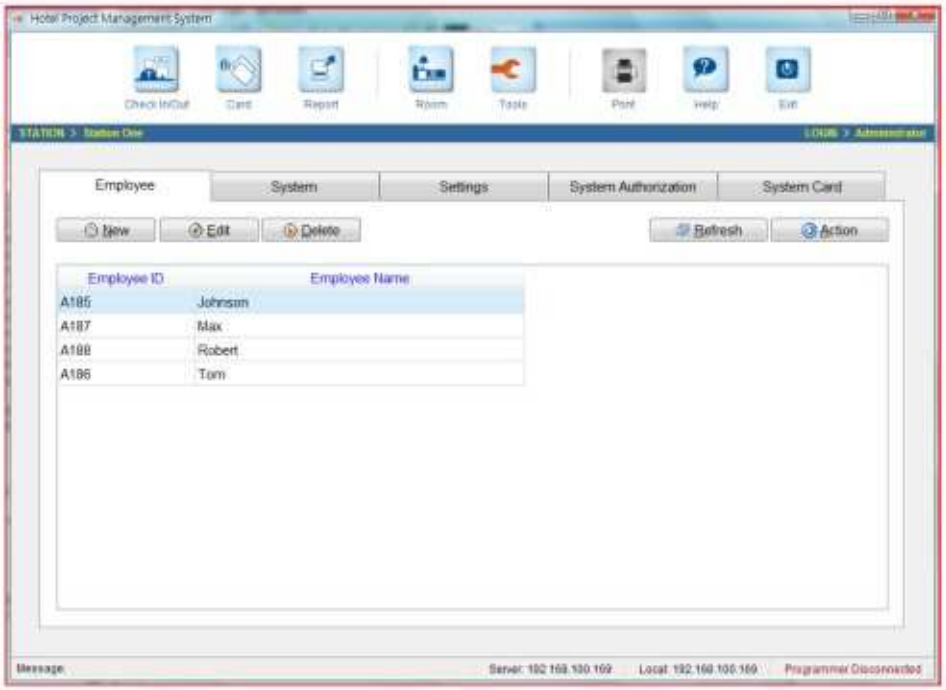
- Description of each function:
- Room management mode:
  Change the building/room display order on your screen.
- Room expression type:
  Display the room with a word or a numeric.
- Default check in time: Default check in time is 13:00pm
- Default check out time: Default check out time is 12:00pm
- Station name:
  If there's more than one reception desk, a name can be given for easy identification.
- Default cylinder unlock time:
  Cylinder opening time can be adjusted from 6 toseconds.
- Refresh interval time for room list:default 5 seconds.



Before using HPMS

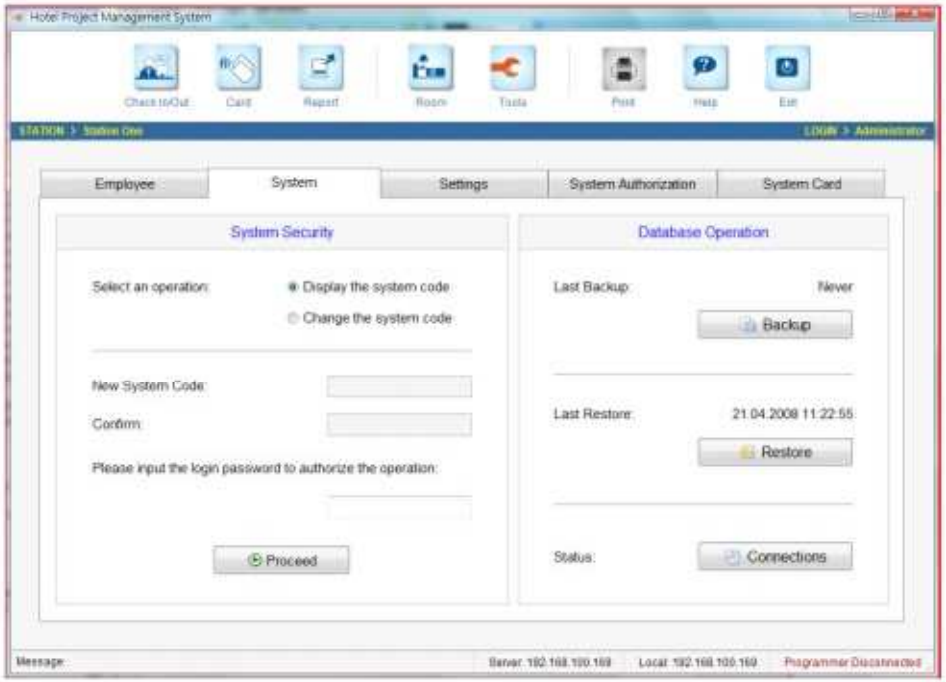
2

Employee setup
Go to Tools > Employee to setup all the hotel staff into this section.



3

By default, the System Code for HPMS is "123456", if admin users wish to change their own System Code, Tools > System is the place to change the code.
it is not necessary to change System Code after installation.

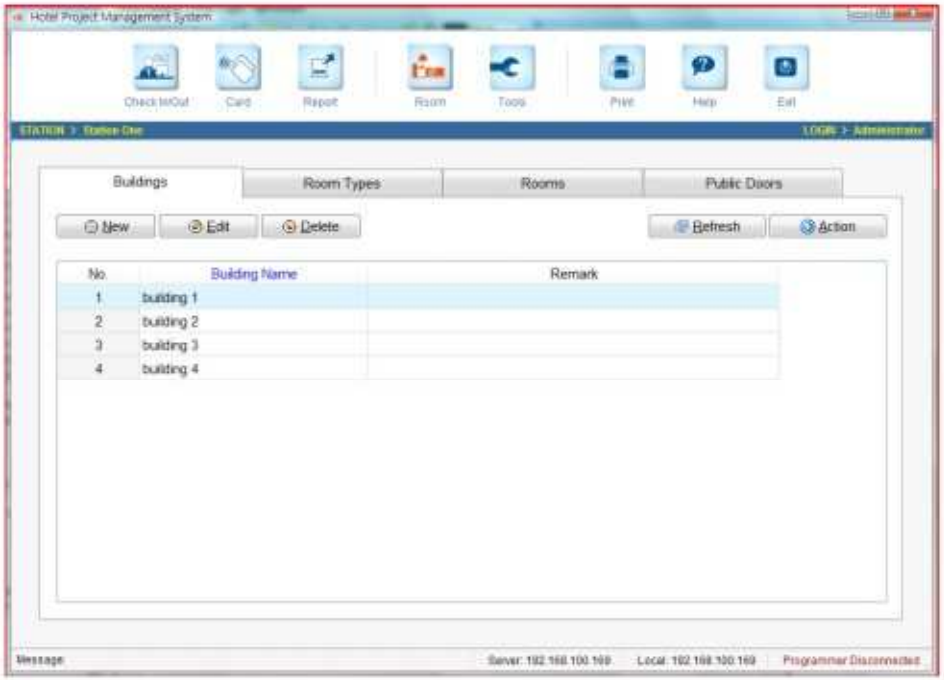


Before using HPMS

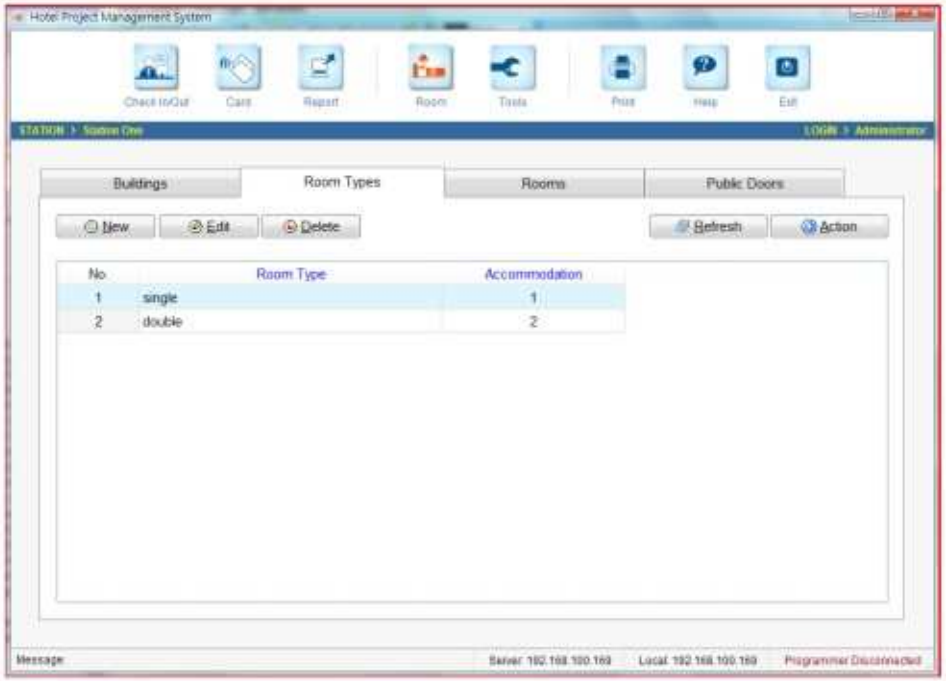
4

Go to Room and setup Building/Room Types/Rooms/Public Doors according to the hotel environment.

Buildings:



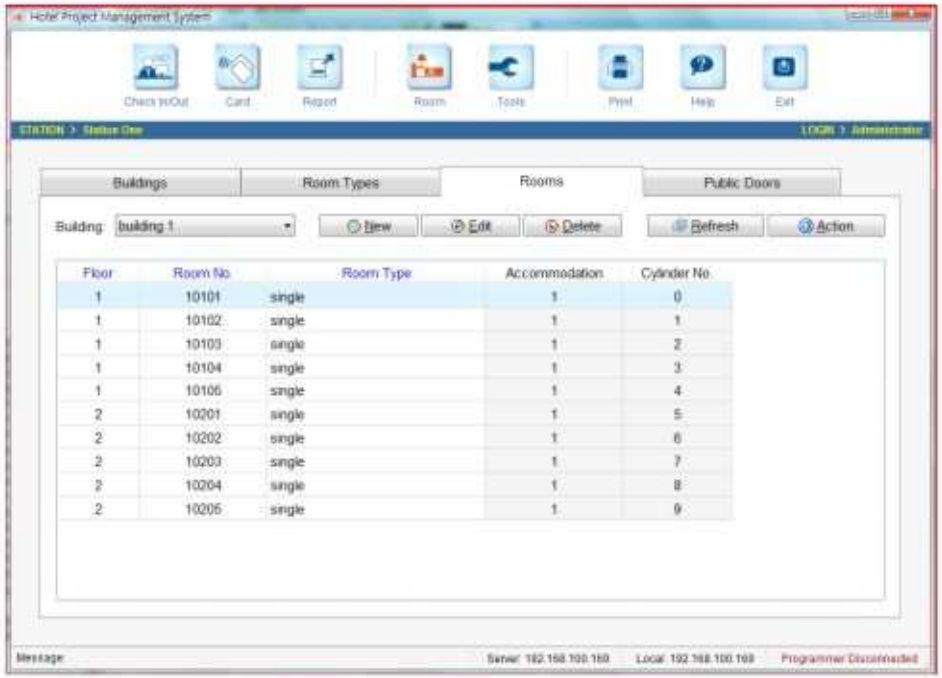
Rooms Types:



Before using HPMS

WaferLock® Security Simplicity

Rooms :


Hotel Project Management System
Check In/Out
Card
Report
Room
Tools
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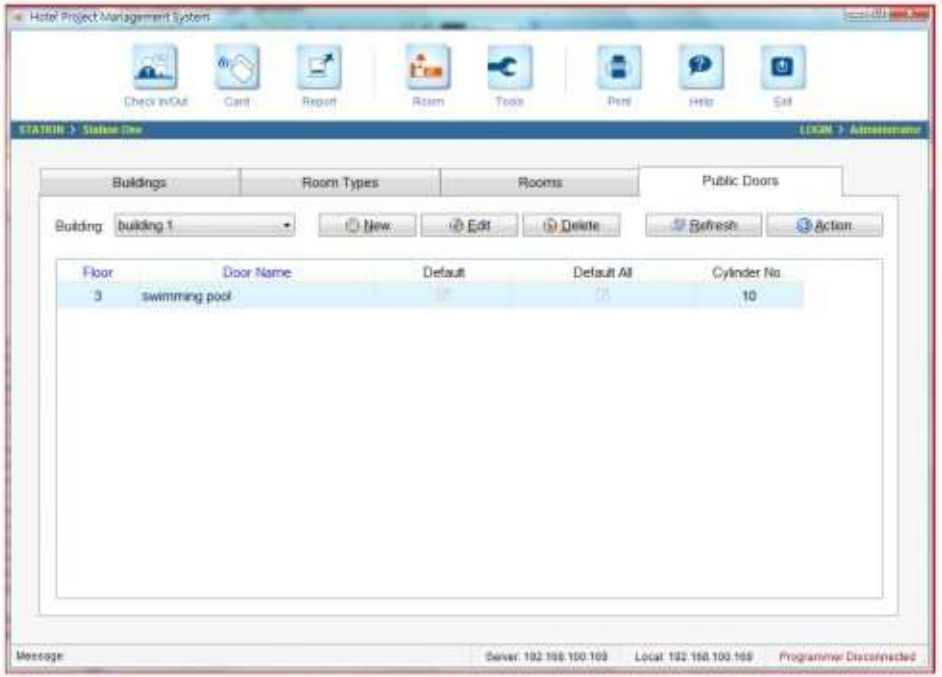
Help
Exit
Buildings
Room Types
Rooms
Public Doors
Building: building 1
New
Edit
Delete
Refresh
Action
Floor | Room No. | Room Type | Accommodation | Cylinder No.
1 | 10101 | single | 1 | 0
1 | 10102 | single | 1 | 1
1 | 10103 | single | 1 | 2
1 | 10104 | single | 1 | 3
1 | 10105 | single | 1 | 4
2 | 10201 | single | 1 | 5
2 | 10202 | single | 1 | 6
2 | 10203 | single | 1 | 7
2 | 10204 | single | 1 | 8
2 | 10205 | single | 1 | 9
Message:
Programmer Disconnected

Public Doors:



How To Authorize a Card

Before issuing any cards, please note some important factors for opening a lock:

- System code must be correct on the card
- Cylinder No. must be correct on the card.
- Validation time for the Card must be legal.
- Check if the card can open inside lock.
- Check if the card is canceled directly from Check in/Out window, or if it's prohibited by Prohibited Card.
- Check if new Guest Card is re-issued.

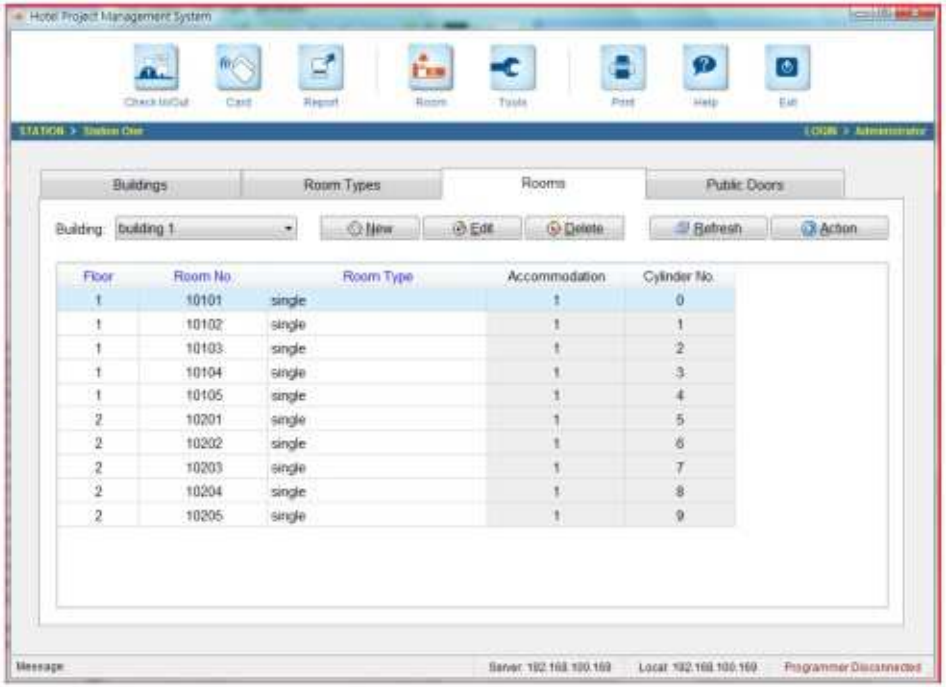
Rooms

After installing HPMS the first time, the screen will go to Room > Building for setting up the room layout.

Description

- **Building:** Select the building you wish to create rooms.
- **Floor:** The number for the floors in the hotel.
  (no duplicate is allowed in one building)
- **Room No.:** The number (or name) for the room in the hotel.
  (Each Room number represents one room,
  no duplicate is allowed in one building.)
- **Room Types:** select the room types that fit the room.
- **Accommodation:** The bed number in the room.
  Room Types and Accommodation information are from Room Types in previous window.
- **Cylinder No.:** The Cylinder number for each lock.
  (generate automatically)

Note: If deleting any specific room, it will result deleting all related Check in/Issued Cards/Cylinder information.



Room

Auto Create Room function:

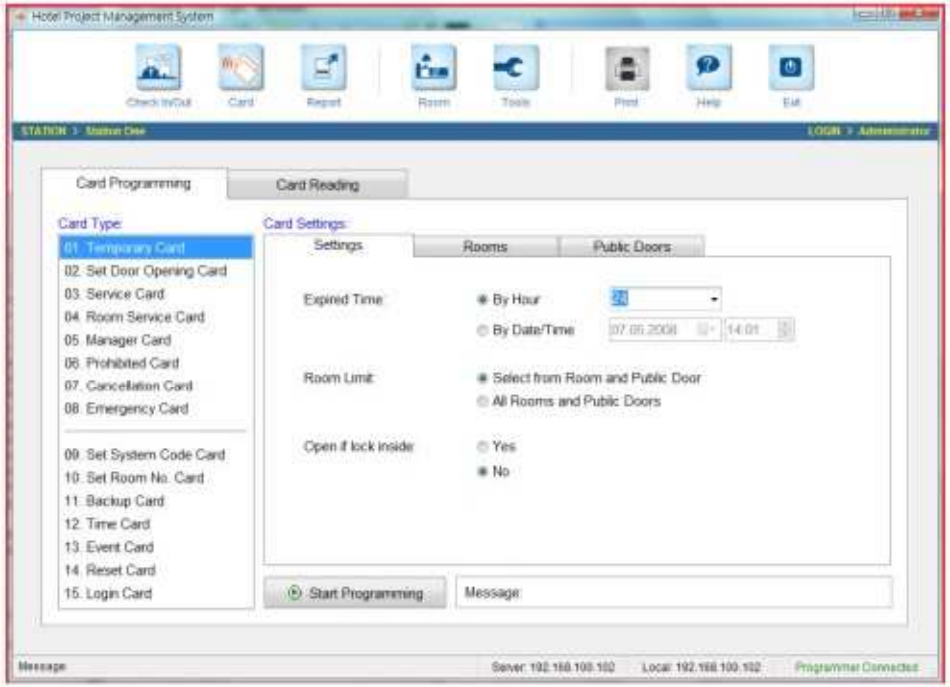
The purpose of this function is to save time for creating rooms for your hotel.
Click Action, and then click Create Room to open following screen.

- Building: Select any specific building to create rooms.
- Floor Q'ty: Input the number of floors for the hotel.
  (If Room Management Mode is Block-Room, this option will not be shown)
- Room Q'ty: Input the number of rooms for each floor.
- Room Type: The type of the room you wish to create.

Temporary Card

Description

Temporary Card can be issued if any lock (guest room/public door) needed to be open temporarily. Admin users are able to program Temporary Card with time limitation, or to open the Inside Lock. Temporary Card is not able to be prohibited or canceled; it is recommended limiting the card to be expired within 24 hours or shorter.



How to issue Temporary Card:

- Expired Time: (Set the expire time of the card)
  i.By hour (2,4,6,8...etc)
  ii. By Date/Time
- Room Limit:
  I.Select from Room and Public Door: choose specific room or public door from Rooms and Public Doors.
  ii.All Room + Public Doors: all rooms can be opened.
- Open if lock inside: select Yes or No to set the card to open inside lock if any.
- Place the card on top of the programmer, click Start Programming button to issue the card.

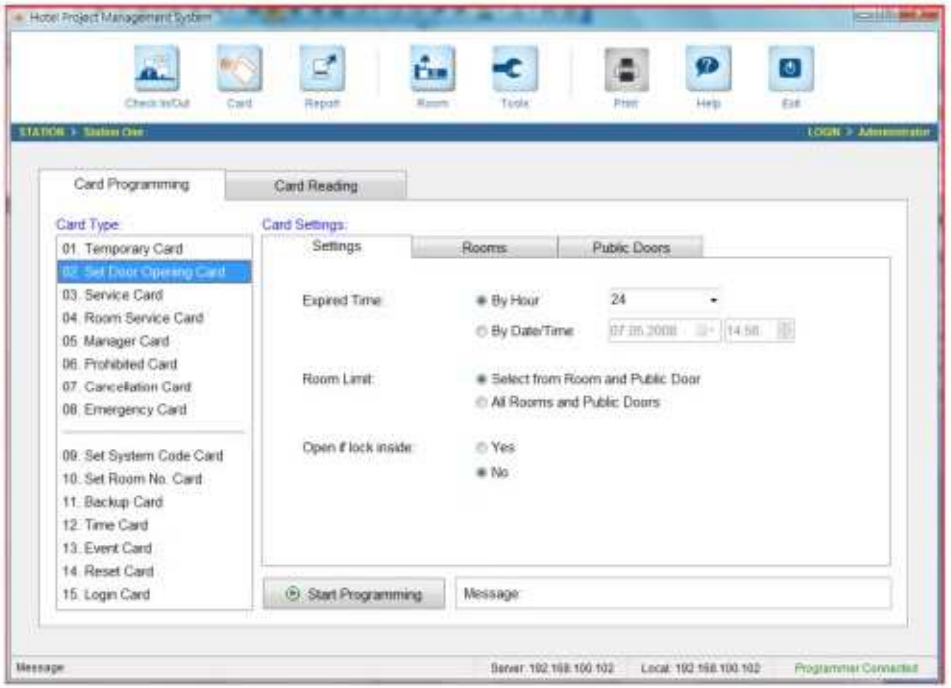
Set Door Opening Card

Description

Set Door Opening Card is designed to set the door to be open as always, no more need to use cards to open the lock.

How to issue Set Door Opening Card:

- Expired Time:(Set the expire time of the card)
  - i.By hour (2,4,6,8···etc)
  - ii. By Date/Time
- Room Limit:
  - i.Select from Room and Public Door: choose specific room or public door.
  - ii.All Room + Public Doors: all rooms can be opened.
- Open if lock inside: Select Yes or No to set the card to open inside lock if any.
- Place the card on top of the programmer, click Start Programming button to issue the card.



Note:

-Use Set Door Opening Card to the lock once: set the door as always open.

-Use Set Door Opening Card to the lock again: set the door back to normal.

Service Card

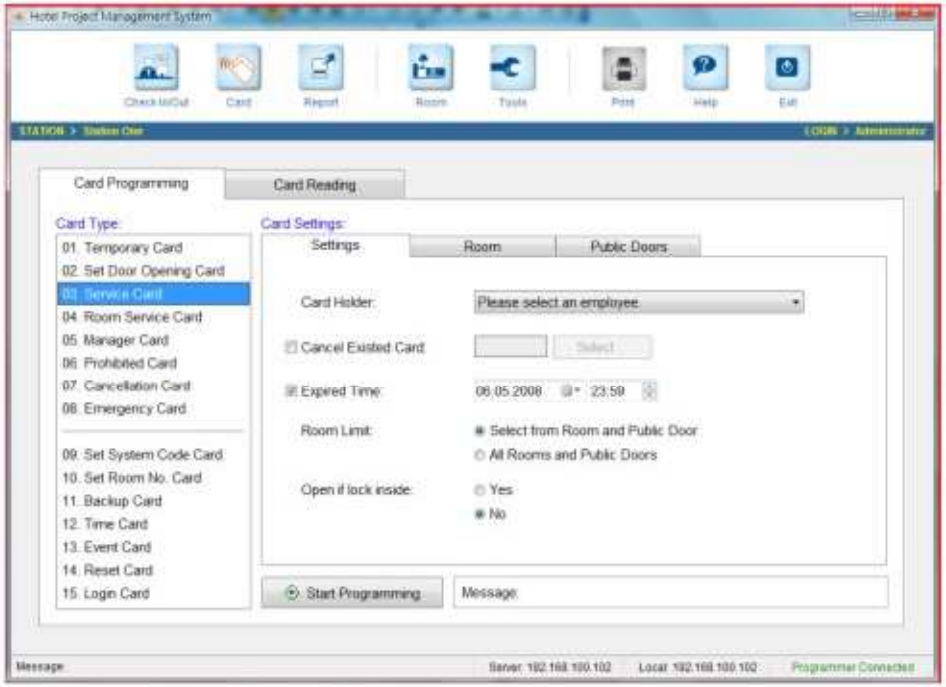
Description

Service Card is designed to be used by hotel service people.
Service Card is one of the system cards, if lost please make sure to cancel it by Cancellation Card.

How to issue Set a Service Card:

- Card Holder: please choose the employee name from the list. (Make sure Tools > Employee menu are completed first)
- Cancel Existed Card: if any lost Service Cards needed to be canceled while a new Service Card is issued, please select this option to do so. Otherwise, un-select this option.
- Expired Time: If setting up the expire time, please select specific Date/Time.
- Room Limit:
  i.Select from Room and Public Door: choose specific room or public door from Rooms and Public Doors.
  ii.All Room + Public Doors: all rooms can be opened.
- Open if lock inside: Select Yes or No to set the card to open inside lock if any.
- Place the card on top of the programmer, click Start Programming button to issue the card.

Note: If Cancel Existed Card is selected, after place the new issued Service Card onto the lock, the old Service Card will be deleted from the lock.



Room Service Card

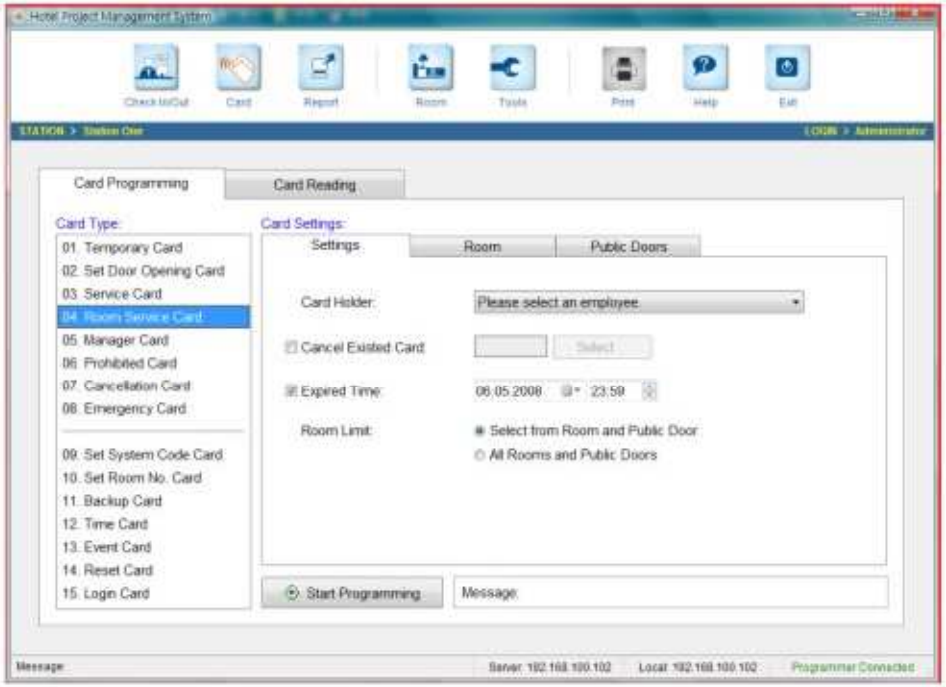
Description

Room Service Card is designed to be used by room service people. Room Service Card is one of the system cards, if lost please make sure to cancel it by Cancellation Card.

How to issue a Room Service Card?

- Card Holder: please choose the employee name from the list. (Make sure Tools > Employee menu are completed first)
- Cancel Existed Card: If any lost Room Service Cards needed to be canceled while a new Room Service Card is issued, please select this option to d so. Otherwise, un-select this option.
- Expired Time: If setting an expire time, please select specific Date/Time.
- Room Limit:
  - i. Select from Room and Public Door: choose specific room or public door from Rooms and Public Doors.
  - ii. All Room + Public Doors: all rooms can be opened.
- Place the card on top of the programmer, click Start Programming button to issue the card.

Note: If Cancel Existed Card is selected, after place the new issued Room Service Card onto the lock, the old Room Service Card will be deleted from the lock.



Manager Card

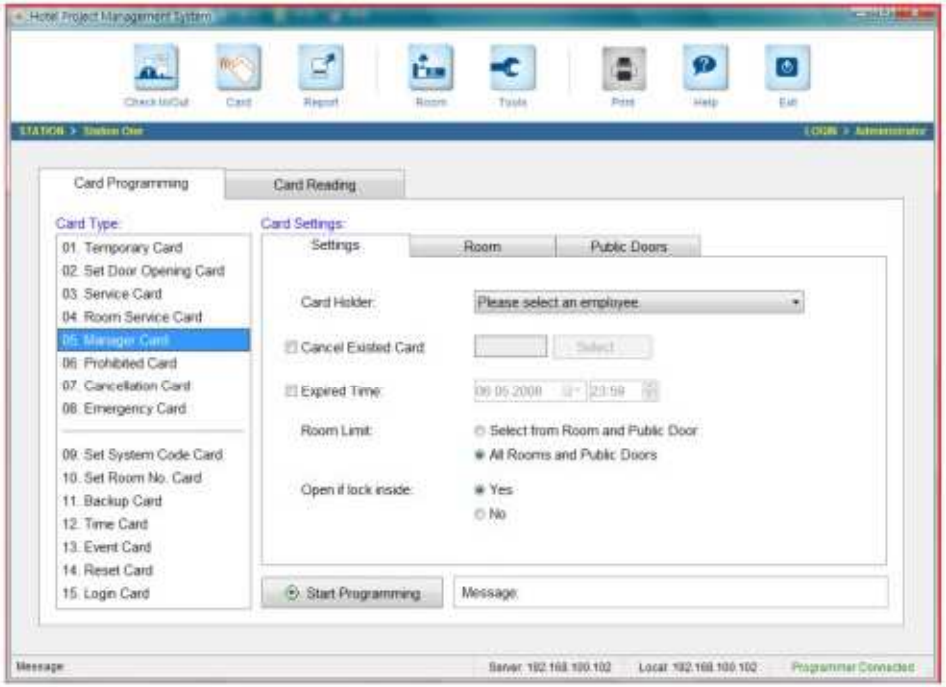
Description

Manager Card is designed to be used by Hotel Manager.
This card has the highest admin level to open any lock or any inside lock around the hotel. Manager Card is one of the system cards, if lost please make sure to cancel it by Cancellation Card.

How to issue a Manager Card?

- Card Holder: please choose the employee name from the list. (Make sure Tools > Employee menu are completed first)
- Cancel Existed Card: if any lost Manager Card needed to be canceled while a new Manager Card is issued, please select this option to do so. Otherwise, un-select this option.
- Expired Time: If setting an expire time, please select specific Date/Time.
- Room Limit:
  i. Select from Room and Public Door: choose specific room or public door from Rooms and Public Doors.
  ii. All Room + Public Doors: all rooms can be opened.
- Place the card on top of the programmer, click Start Programming button to issue the card.

Note: If Cancel Existed Card is selected, after place the new issued Manager Card onto the lock, the old Manager Card will be deleted from the lock.



Prohibited Card

Description

Prohibited Card is designed to prohibit any specific guest card. If the guest card is prohibited by Prohibited Card, the guest card will no longer useful.

How to issue a Prohibited Card?

- Expired Time: If set expire time, please select specific Date/Time.
- Select from the chart of a specific Guest to be prohibited.
- Place the card on top of the programmer, click Start Programming button to issue the card.
- Place the Prohibited Card onto the lock within expire time to prohibit any guest card.

Note: If needed to re-issue a new guest card, please issue again directly from Check-in/Out menu.

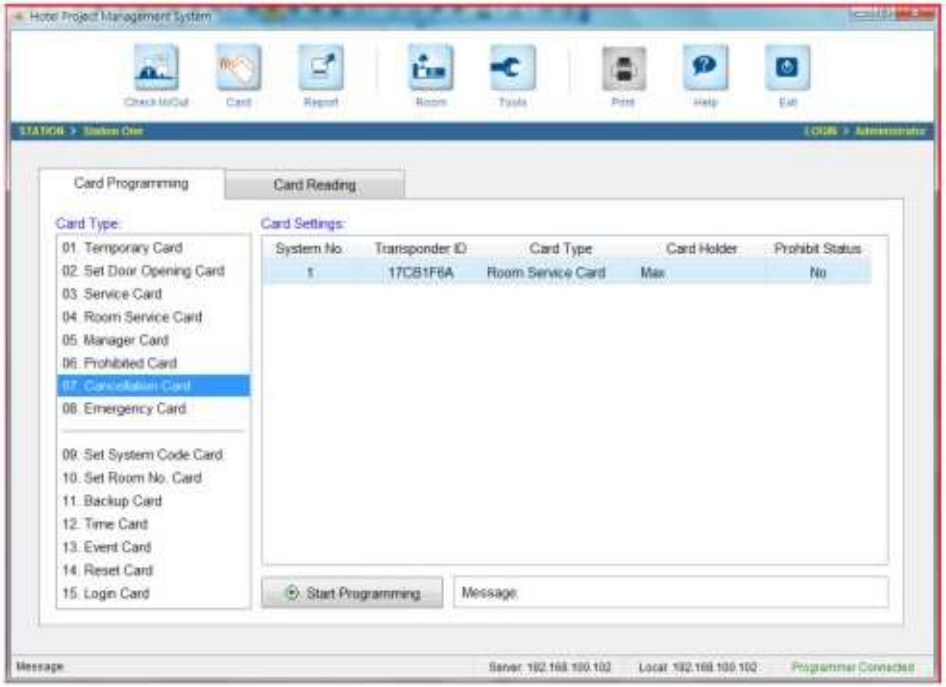
Cancellation Card

Description

The Cancellation Card is designed to cancel hotel staff cards. Ie: Manager Card, Service Card, Room Service Card, Backup Card are considered as hotel staff card.

How to issue a Cancellation Card?

- Select the card holder which needed to be canceled.
- Place the card on top of the programmer, click Start Programming button to issue the card.
- Place the Cancellation Card onto the lock to make effect the canceling.



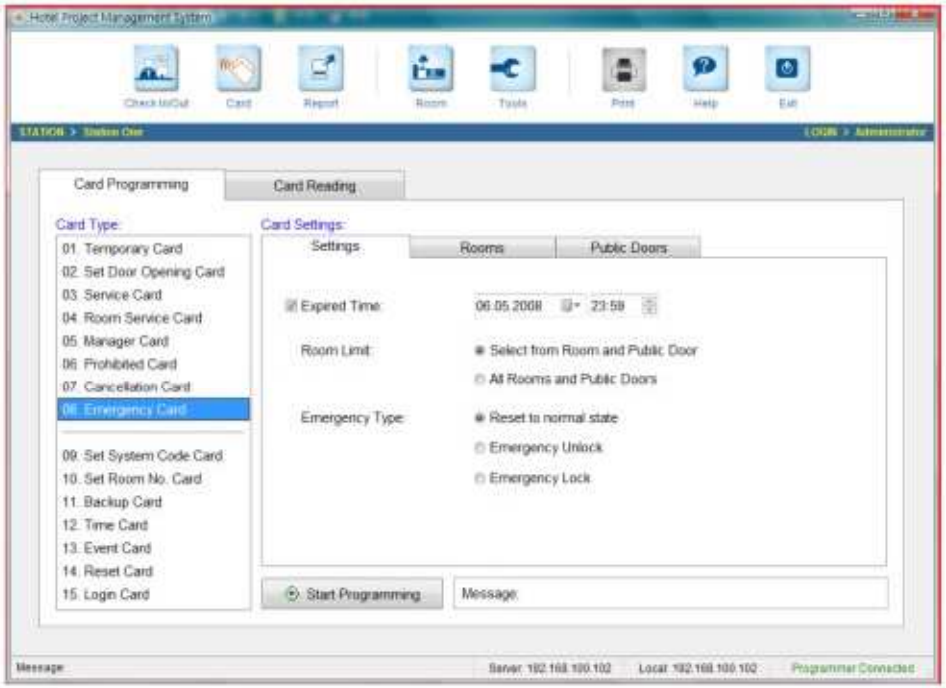
Emergency Card

Description

Emergency Card can set the lock to be always open or always closed. If the lock is effected with Emergency Card, the lock will not be able to read other cards, unless use the Emergency Card to set the lock back to normal status.

How to issue an Emergency Card:

- Expired Time: set the expire time for Emergency Card.
- Room Limit:
  i.Select from Room and Public Door: choose specific room or public door from Rooms and Public Doors.
  ii.All Room + Public Doors: all rooms can be opened.
- Emergency Type:
  i.Reset to normal status: set the lock back to normal.
  ii.Emergency unlock: set the lock to be always open.
  iii.Emergency lock: set the lock to be always closed.
- Place the card on top of the programmer, click Start Programming button to issue the card.
- Place Emergency Card to the lock to make effect.



System Code Card

Description

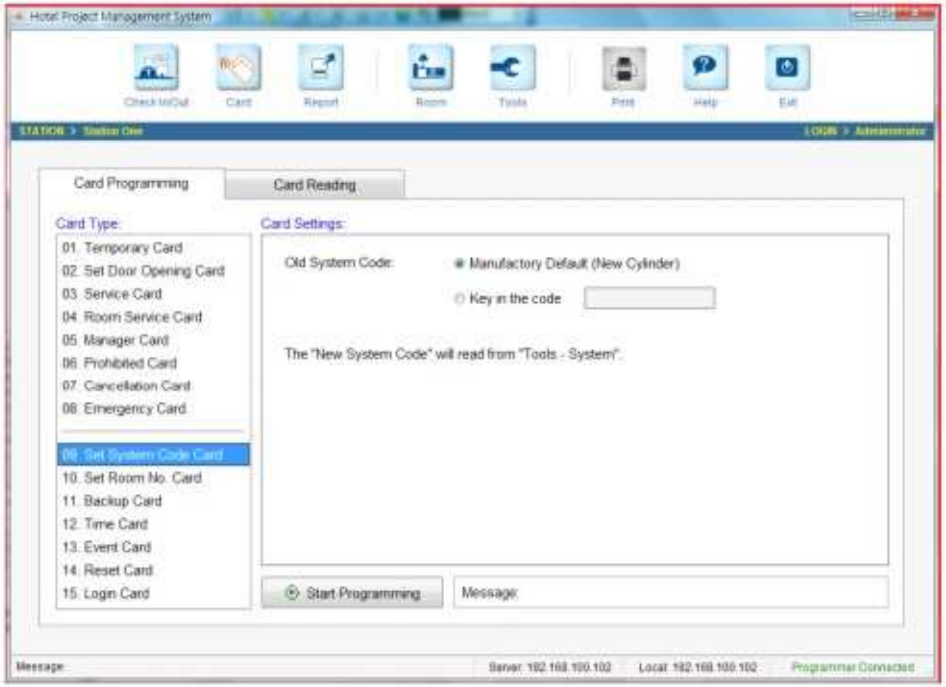
System Code Card is designed to transfer the System Code from HPMS software to the lock.
Admin users must know the old System Code before change to a new System code. The lock will not be able to change to new system code if old system code is lost, admin users must always keep the old system code in mind. For factory default, System Code is 123456.

How to issue a System Code Card:

- Choose Old System Code: Manufacturer Default (New Cylinder)
- Place the card on top of the programmer, click Start Programming button to issue the card.
- Place the card in front of reader of the lock.

How to change to a new System Code?

- Choose Old System Code: Key in the code, then enter the old System Code in the blank.
- Place the card on top of the programmer, click Start Programming button to issue the card.
- Place the card in front of reader of the lock.



Set Room No. Card

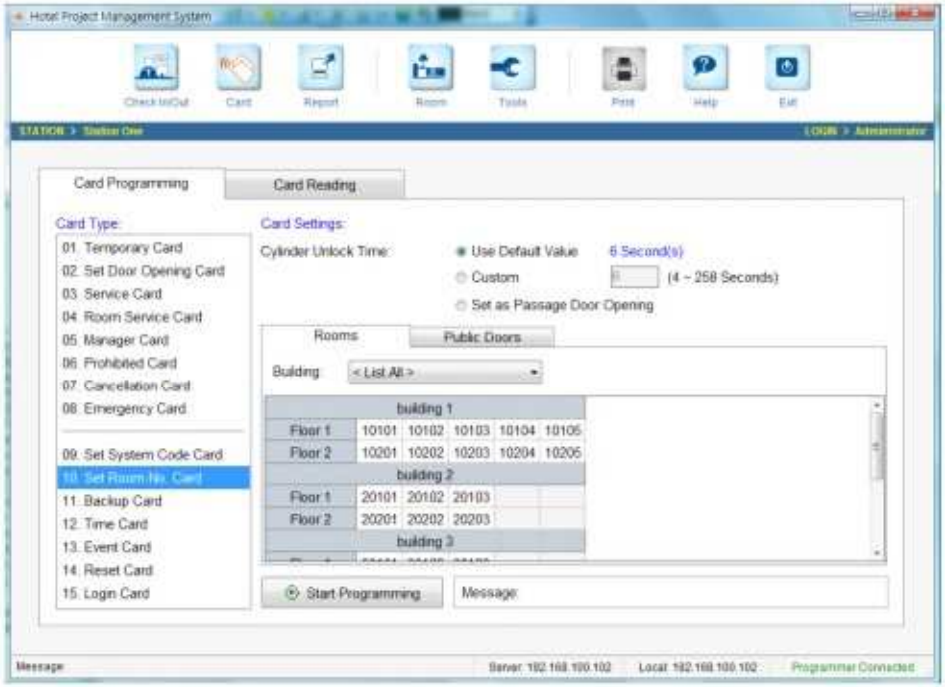
Description

Set Room No. Card is designed to setup the cylinder number and its opening mode. Cylinder Unlock Time:

How to issue Set Door Opening Card:

- Use default Value 6 Seconds: If choose this setting, the cylinder will be able to turn for 6 seconds once legal card approaches. After 6 seconds it will back to normal.
- Custom (6~258 seconds): User can adjust from 6~285 seconds for cylinder opening time.
- Set as Passage Door Opening: this option is for user who wants to set the Public Door to be always open by time zone. For example, 9am~18pm, the door remains always open. After 18pm, this cylinder will return back to normal status.

Note: If using Set as passage door opening mode, please make sure to set the Office Hour Mode in Public Doors menu.



How to issue a Set Room No. Card:

- Adjust Cylinder Unlock Time if needed.
- Select a Room or Public Door.
  i.If it is a Public Door lock, user can set the Public Door in Office Hour Mode. The time zone can be set from 00:00~12:59 (24H). The lock will remain always open during the specified time zone.
- Place the card on top of the programmer, click Start Programming button to issue the card.
- Place the card in front of reader of the lock.

Note: if the cylinder is set to be a Room lock, the Inside Lock function for the cylinder will be turned on automatically. Whereas if set as Public Door lock, Inside Lock will not be turned on.

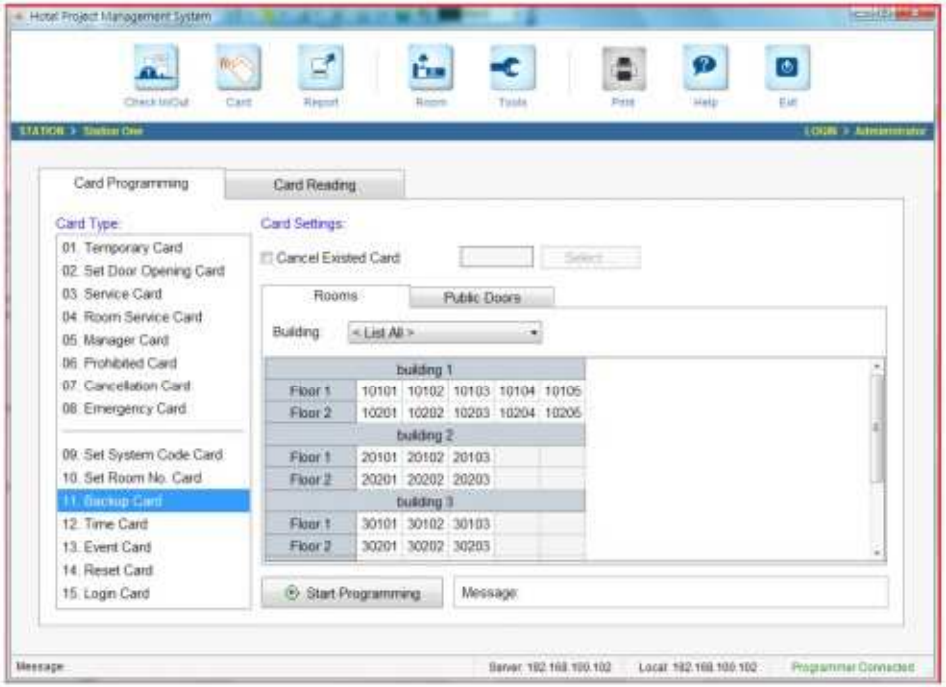
Backup Card

Description

When building up your own HPMS system, every lock should have 1 Backup Card.
The purpose of Backup Card is to open the lock if HPMS can not issue cards anymore during computer system failure.
Backup Card can open Inside Lock automatically and it' s one of the system cards.

How to issue a Backup Card::

- Cancel Existed Card: if any lost Backup Card needed to be canceled while a new Backup Card is issued, please select this option to do so. Otherwise, un-select this option.
- Select Rooms or Public Doors.
- Place the card on top of the programmer, click Start Programming button to issue the card.
- Place the card in front of reader of the lock.



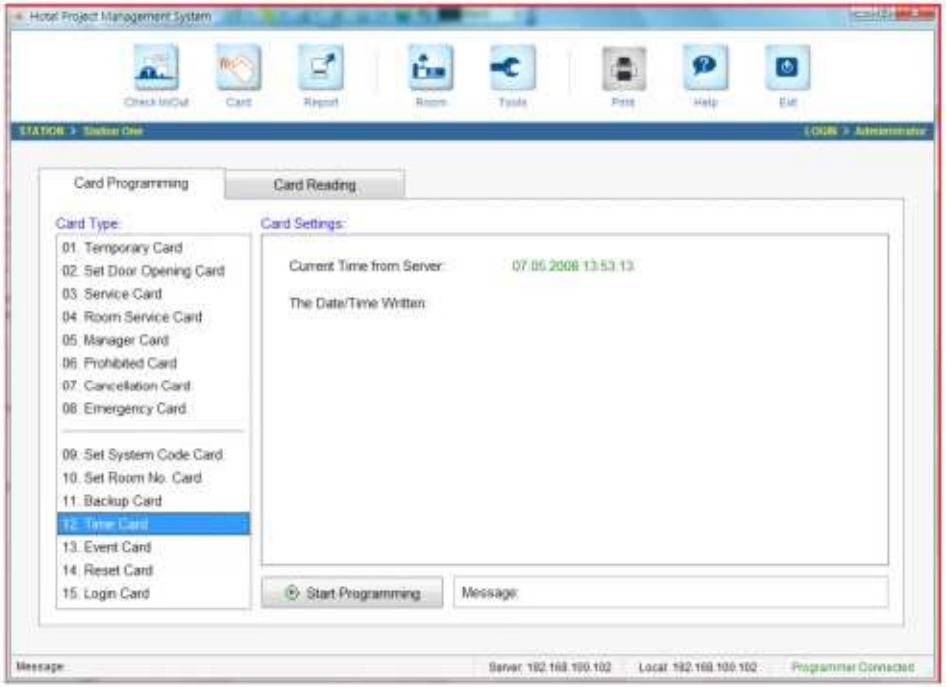
Time Card

Description

The purpose of Time Card is to adjust the time inside the lock.

How to issue a Time Card?

- Check the time of your computer if it' s correct.
- Place the card on top of the programmer, click Start Programming button to issue the card.
- Place the card in front of reader of the lock to make effect of the time.



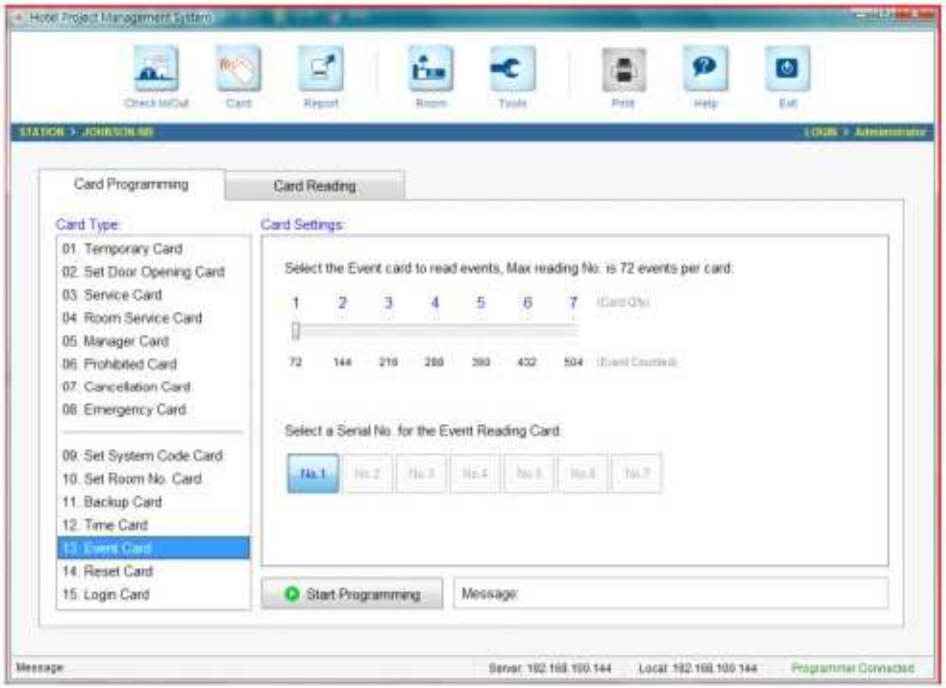
Event Card

Description

Event Card is designed to readout the events from the cylinder. Only Event Card can readout the cylinder event, a single Event Card can readout 72 events, and Admin users can issue a total of 7 Event Cards to readout all events from the a cylinder (504 events).

How to issue a Event Card?

- Select the events by quantity. (1card = 72 events, 2card = 144 events., 3card = 216 events…etc)
- Select a serial no. for creating event cards. I. (ie: No.1=first even card, No.2=second event card, No.3=third event card)
- Place the card on top of the programmer, click Start Programming button to issue the card.
- Repeat step 2~3 to make another Event Card if needed.
- Place the card in front of reader of the lock.



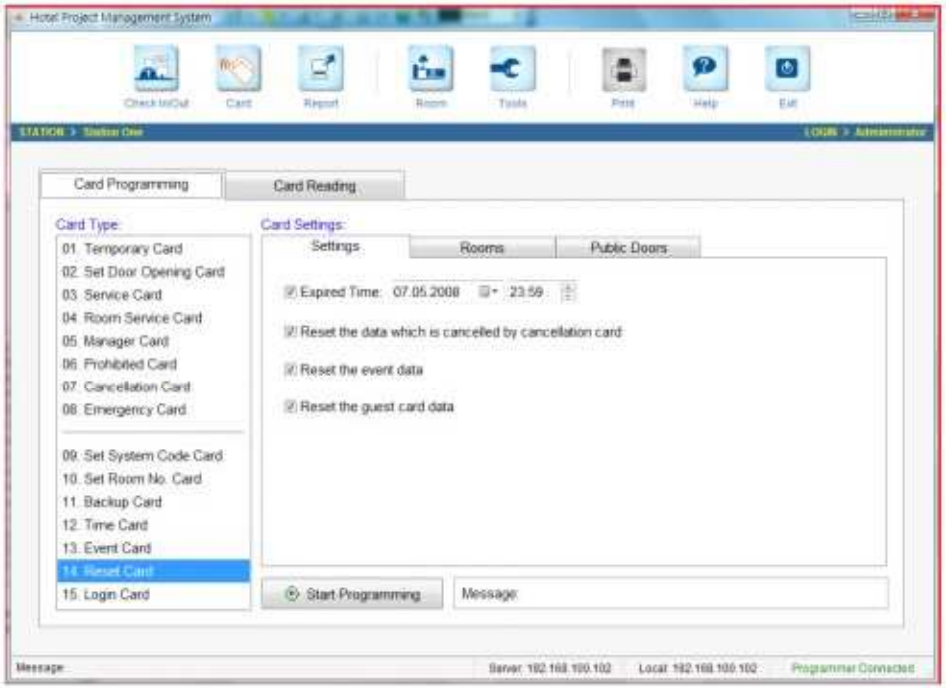
Reset Card

Description

Reset Card is designed to:
-Reset the data which is cancelled by Cancellation Card.
-Reset Event Data.
-Reset the guest card data.

How to issue a Reset Card?

- Expired Time: select the expire time for Reset Card.
- Select which option you would like to reset.
- Select from Rooms or Public Doors.
- Place the card on top of the programmer, click Start Programming button to issue the card.
- Place the card in front of reader of the lock.



Login Card

Description

Login Card is designed to login the HPMS system without typing user name/password.
Only system cards like Service Card, Room Service Card and Manager
Card can be programmed with Login Card function together.
If the card is a Login Card already, you can not program this card to be other type of card except Service Card, Room Service Card and Manager Card.

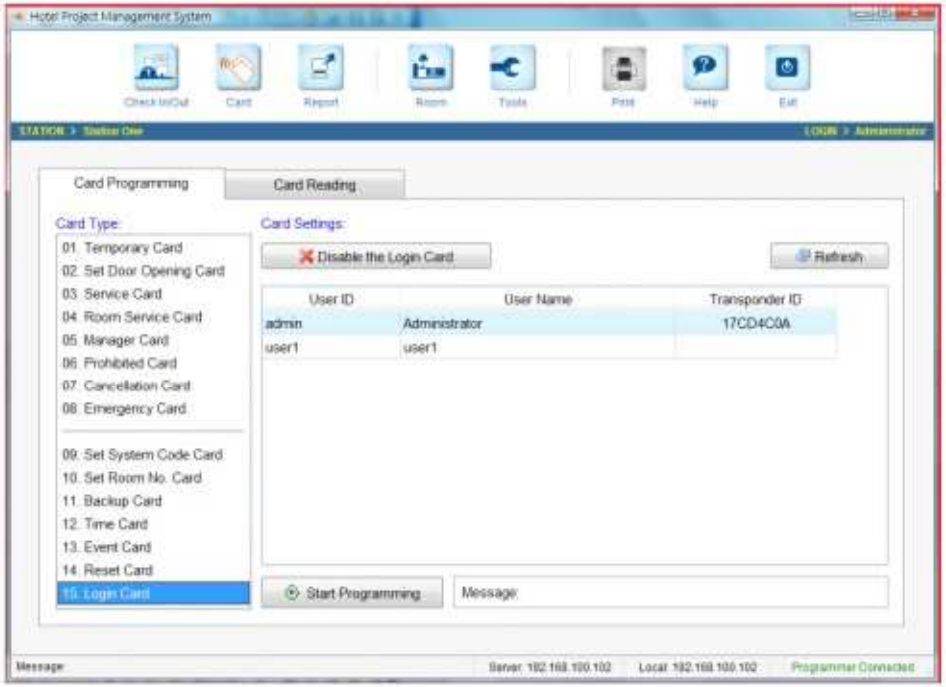
How to issue a Login Card?

- Choose an account from the chart.
- Place the card on top of the programmer, click Start Programming button to issue the card.

How to disable Login Card?

- Choose an account from the chart.
- Click Disable the Login Card icon. Then, check if Transponder ID section become blank, if yes that means the card is already disabled with Login Card function.

Note: Every account can only equipped with 1 Login Card, if re-issue a new Login Card to previous account who already possesses a Login Card, the old Login Card will be disabled.



Card Reading

Description

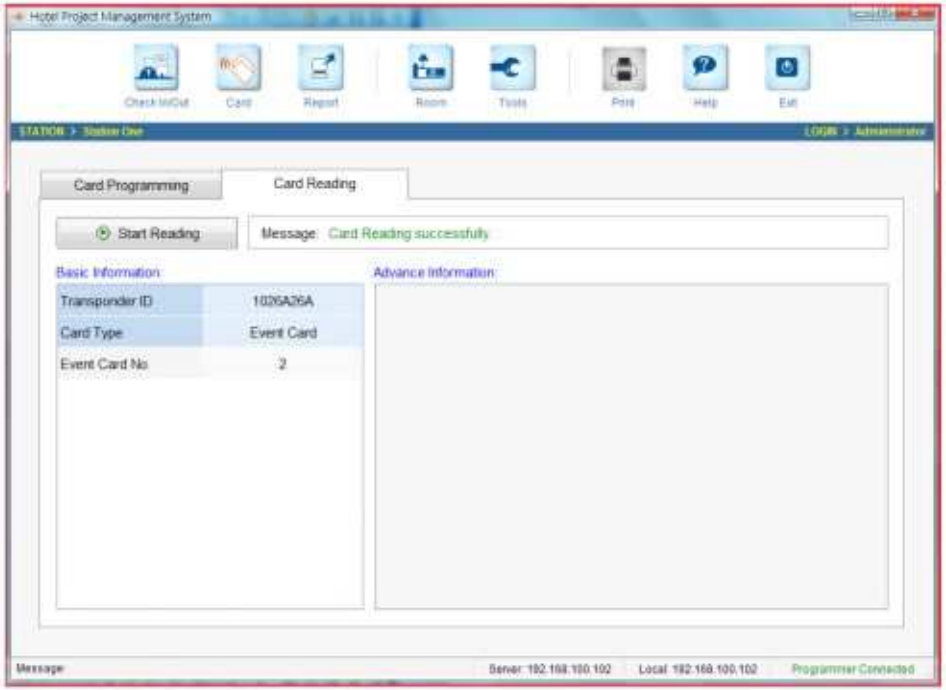
The function of Card Reading in Card menu is to readout the Basic Information and content of the card.
Ie: Transponder ID, Card Type, Expire Time...etc.

How to issue an Emergency Card:

There are three different kind of cards which shows Advance Information:

- Guest Card: Display Check-in/Out time and if it can open Public Doors.
- Cards can open multi-doors: Ie Manager Card, Service Card…etc
- Event Card: Display the events information from cylinder.

Note: If it's an Event Card, after Card Reading, the information will automatically saved to Report as well.



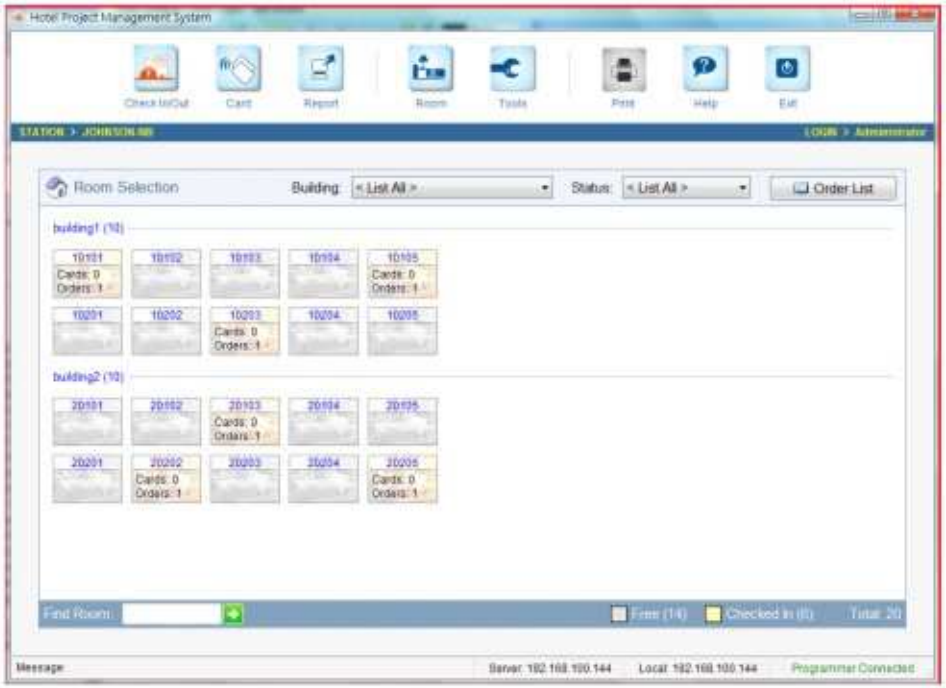
Room Selection

Description

Room Selection shows all the available guest rooms, cards that issued in each room or the room which have expired the check out time. The status of all guest room is displayed by number in bottom right corner: "Free" and "Checked-in" Free shows the status of free rooms, Checked-In shows the number of guest cards that has been issued.

Find Room:

Enter the room number or room names in the search box, then press Enter or click the Green Arrow to find that specific room. If there is more than one same room number/names, a dialogue box will pop up to confirm which room it is.



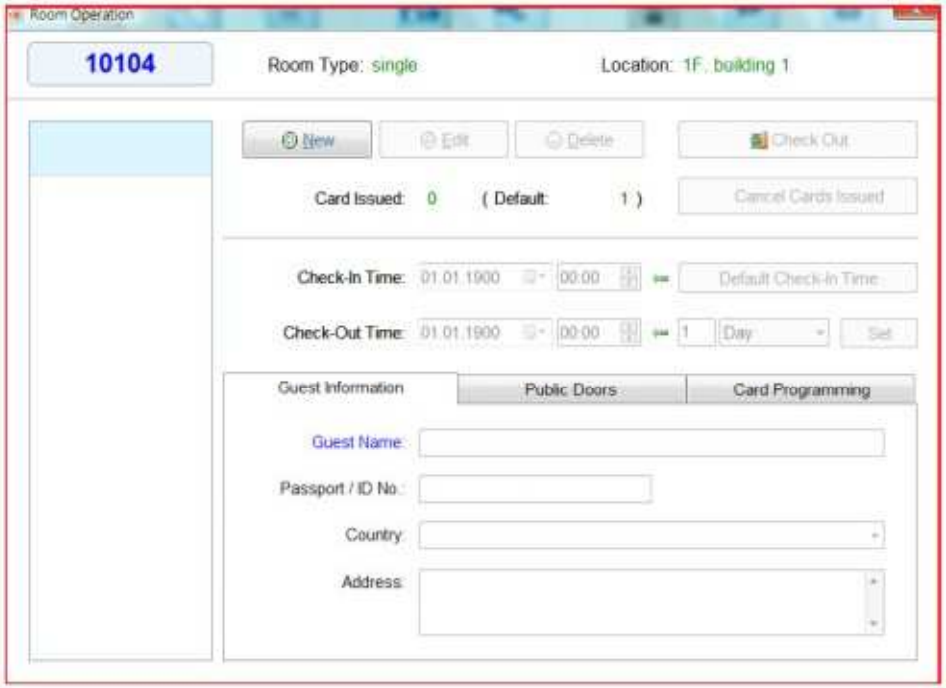
Room Operation

Description

The function of Room Operation is to check in the guest, to set pre-check in schedule, issue guest cards, or check out theroom.

How to issue a Guest Card:

- Click “New”.
- Enter the “Check-in time” for the guest. (or click “Default check-in time” to use the default check in value)
- Enter the “Check-Out time” for the guest. (or click “Set” to select different check-out value)
- Enter guest information. (Guest Name must be entered)
- Select the “Public Doors” that the guest can access.
- Click “Save” to save the data.
- Place the card on top of the programmer, click Start Programming button to issue the card.



Note:
Please note the check-in time can not be overlapped.
Please note that guest cards will only expired after the check out time.
If manually click Check Out icon, the guest cards will still be valid to use.

Room Operation

Room Type: The room-type of this room.

Location: The floor and the building/block of this room.

Cards Issued: shows the total of guest cards that have been issued in the current check-in time.

Default: Shows the number of cards that suppose to be issued in such a room type.
(ie: single room, the default value will be 1.Double room, the default value will be 2…etc)

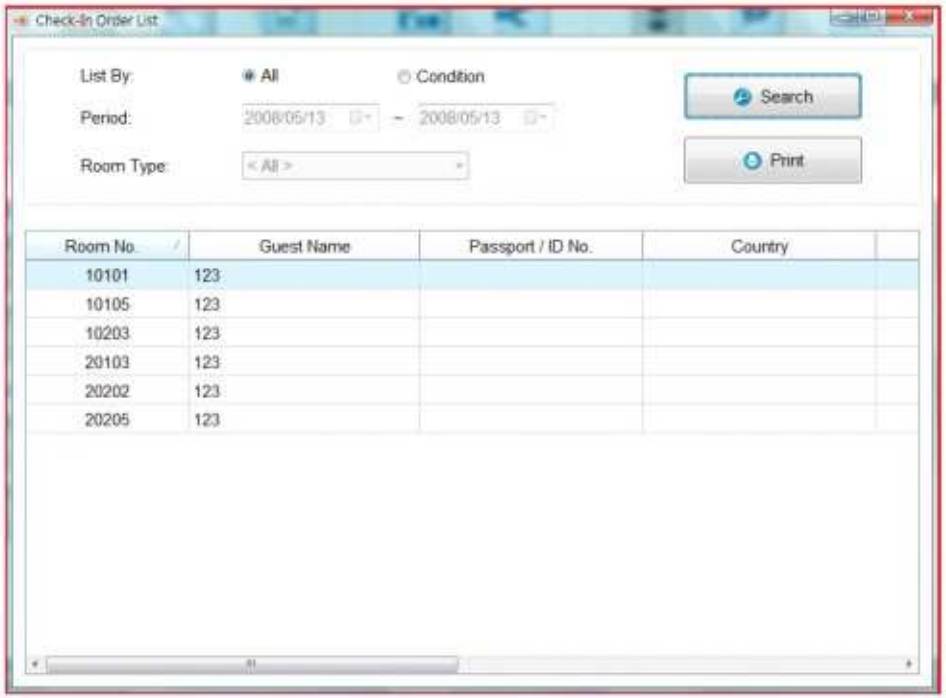
What if your guest lost the guest cards?

- Collect back all remaining guest cards that are issued from this room.
- Click “Cancel Cards Issued” icon in Room Operation window.
- Re-issue guest cards for all the guests in this room.

Order List

Description

Order List function is to display the rooms that are checked-in but not checked-out yet.



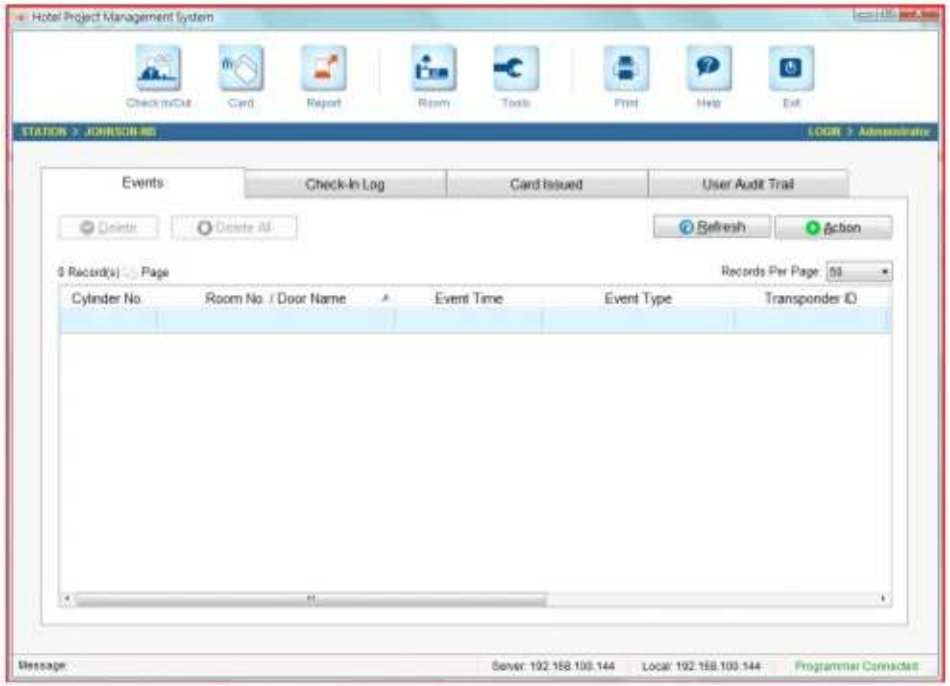
Report/Event

Description

Report is where hotel staff can easily check the audit trails data.

Events: the window displays all the valid and invalid entries from the cylinder.

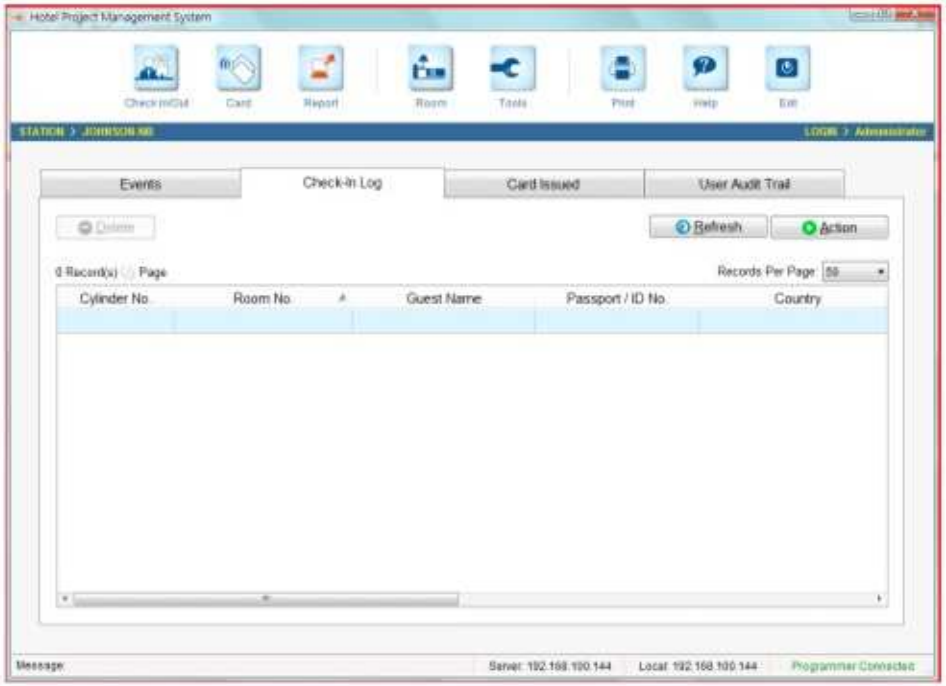
- Cylinder No.: The cylinder serial number.
- Room No./Door Name: The number/room of the room.
- Event Time: The time when event happened.
- Event Type: The definition of the event.
- Transponder ID: The serial number of the card.
- Card Type: The type of the cards that is issued.
- Card Holder: The name/person that holds the card.
- Battery: The battery life of the cylinder.
- Inside Lock: If the card is able to open the inside lock of the room.



Report/Check-in Log

Check-in Log: the window displays all the record of check-in from the cylinder.

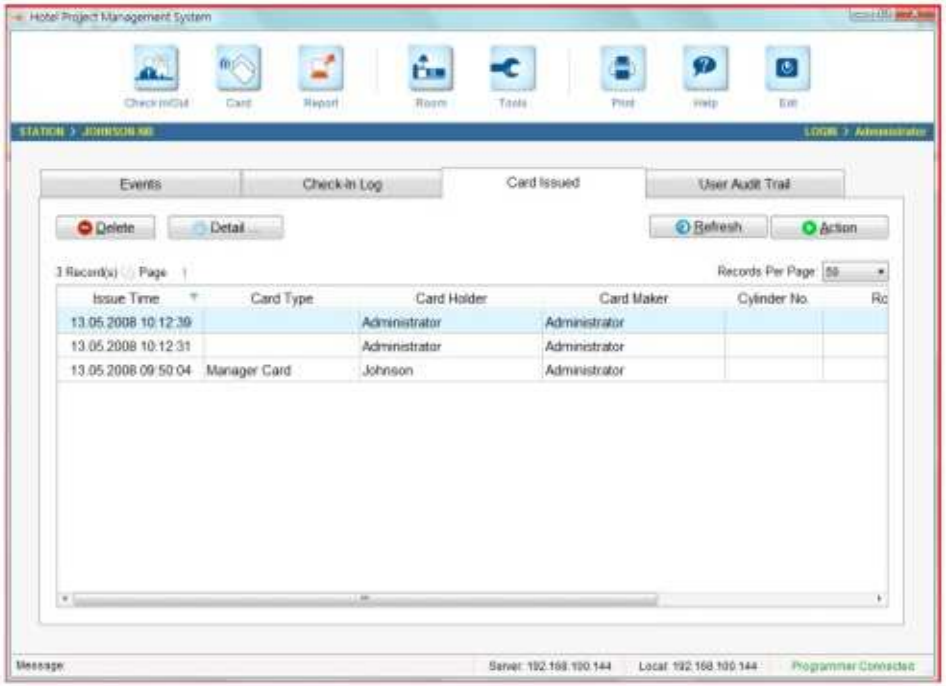
- Cylinder No.: the cylinder serial number.
- Room No.: the number/room of the room.
- Guest Name: name of the guest
- Passport No.: passport number of the guest
- Country: the country the guests are from.
- Address: address of the guest
- Check-in Time: the time that the guest checked-in this room.
- Check-out Time: the time that the guest actually checked-out this room.
- Scheduled Check-out time: the Check-out time that the system set for the guest card.
- Card Issued: the total of the cards that were issued during this check-in.



Report/Card Issued

Card Issued: the window displays all kinds of cards that are issued.

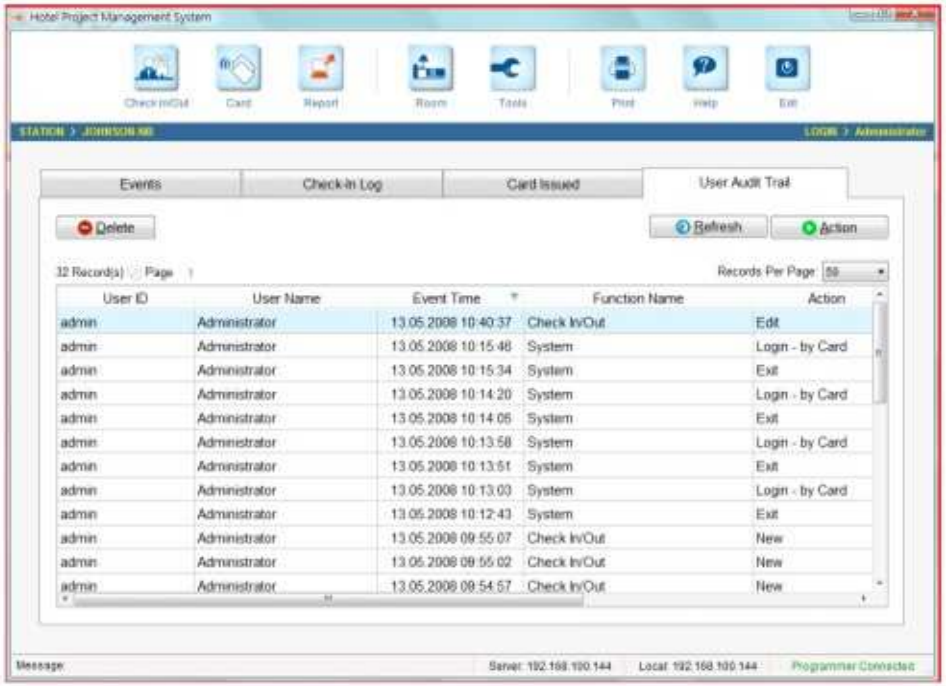
- Issued Time: the time that issued the card.
- Card Type: type of card that is issued.
- Card Holder: the name/person that holds the card.
- Cylinder No. the cylinder serial number.
- Room No./Door name:
  Room No./Door Name: the number/room of the room.
- Transponder ID: the serial number of the card



Reprt/User Audit Trail

User Audit Trail: the window displays the user log in the HPMS.

- User ID: the ID that logged-in HPMS.
- User Name: the name of the user that logged-in HPMS.
- Event Time: the time when event happened.
- Function Name: the name of function that the user is trying to do.
- Action: the type of function that the user has done.
- Data: the places where the functions are at.



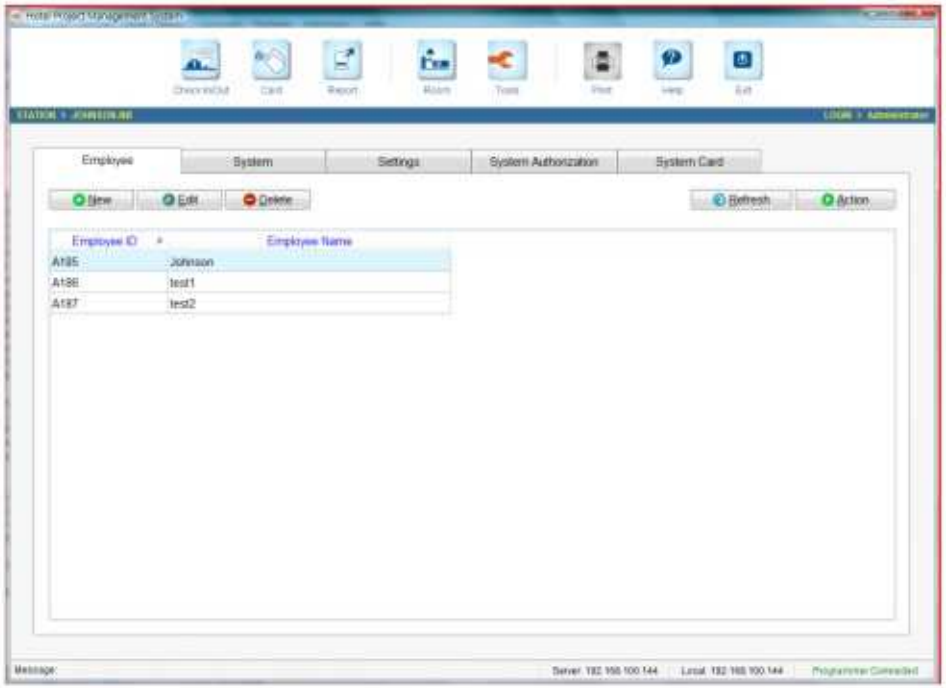
Tools/Employee

Tools (none administrator level user can not see this option)

Employee: When creating Manager Card, Service Card, Room Service Card, the employee section must be completed first.

Employee ID: The ID number of the staff.

Employee Name: Name of the staff.
(this blank will also be the Card Holder display when reading Event)



Tools/System

Report is where hotel staff can easily check the audit trails data.

System: System menu is where admin users can change existing System Code, Backup/Restore HPMS data.

How to check what is the existing System Code?

1.Select “Display the system code”.

2.Enter login password in bottom blank.

3.Click “Proceed”.

4.If the password is valid, the system code will be shown by another window.

How to change to a new system code?

1.Select “Change the system code”.

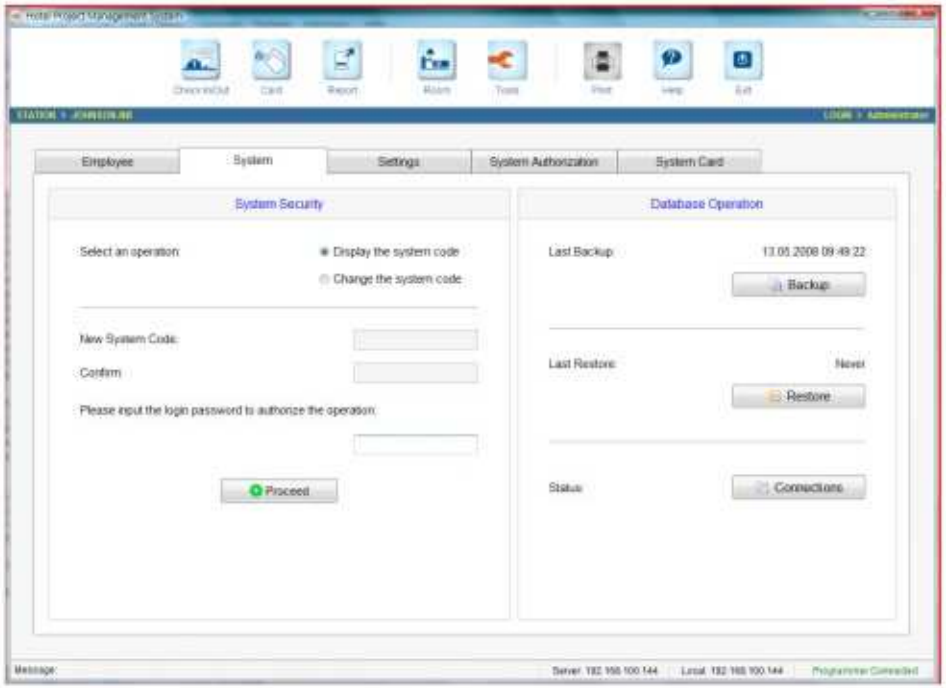
2.Enter new password in the blank.

3.Enter again the new password.

4.Enter login password in bottom blank.

5.Click “Proceed”.

6.If the password is valid, the system code will be changed successfully.



Tools/System

How to Backup existing HPMS database?

1.Click “Backup” icon.

2.Click “Browse” when the window pops up.

3.Click “Start” to start backup HPMS database.

4.After backup, please move the backup file to a safe folder.

How to Restore from HPMS backup file?

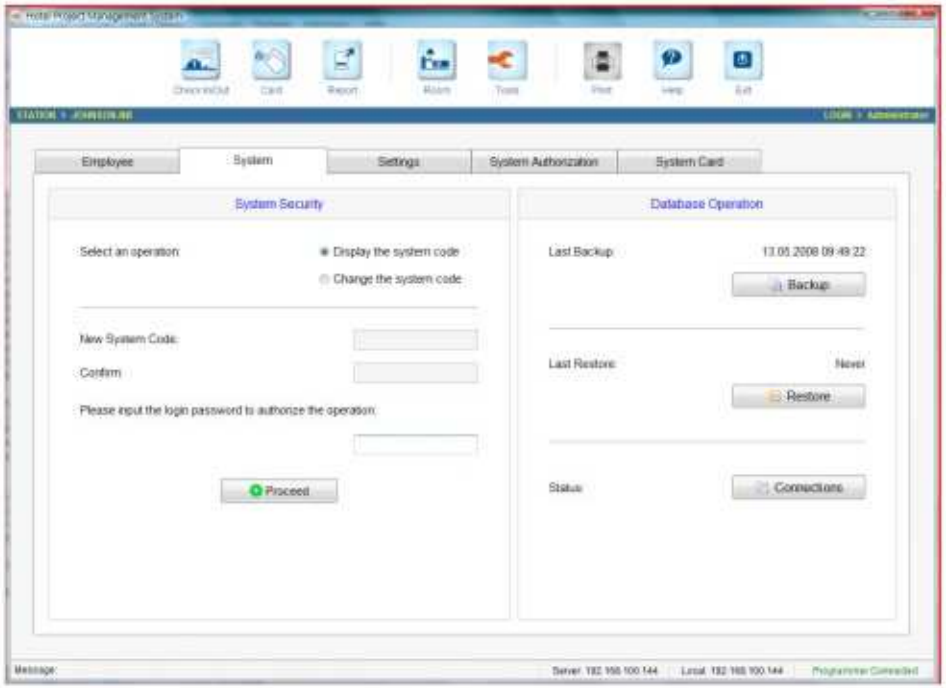
1.Click “Connection”; check if there is any other computer which is connected to this computer. If yes, please shut down the other computer’s HPMS software first.

2.Click “Restore”.

3.Click “Browse” when the window pops up.

4.Click “Start” to start backup HPMS database.

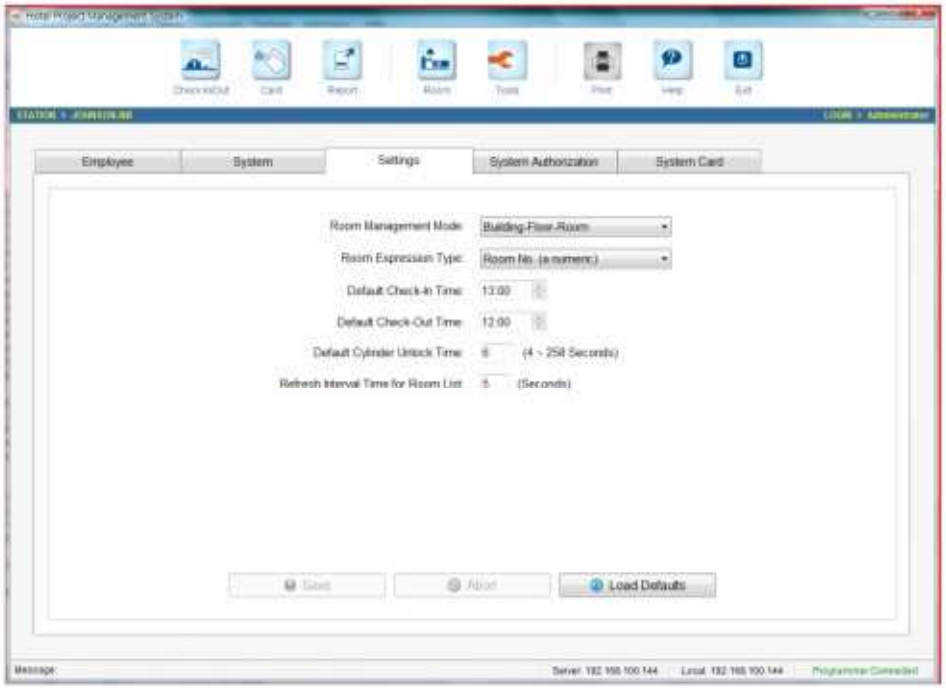
5.After backup, the HPMS software will restart. Re-login again.



Tools/Settings

Settings:

- Room Management Mode: Display the rooms by Building, or by Block.
- Room Expression Type: Display the room by numerical or by words.
- Default Check-in Time: The default value for guest check-in time.
- Default Check-out time: The default value for guest check-out time.
- Default Cylinder Unlock time:
  The default value for cylinder to be unlocked.
- Refresh interval Time for Room List:
  The screen refresh time in Room Selection.



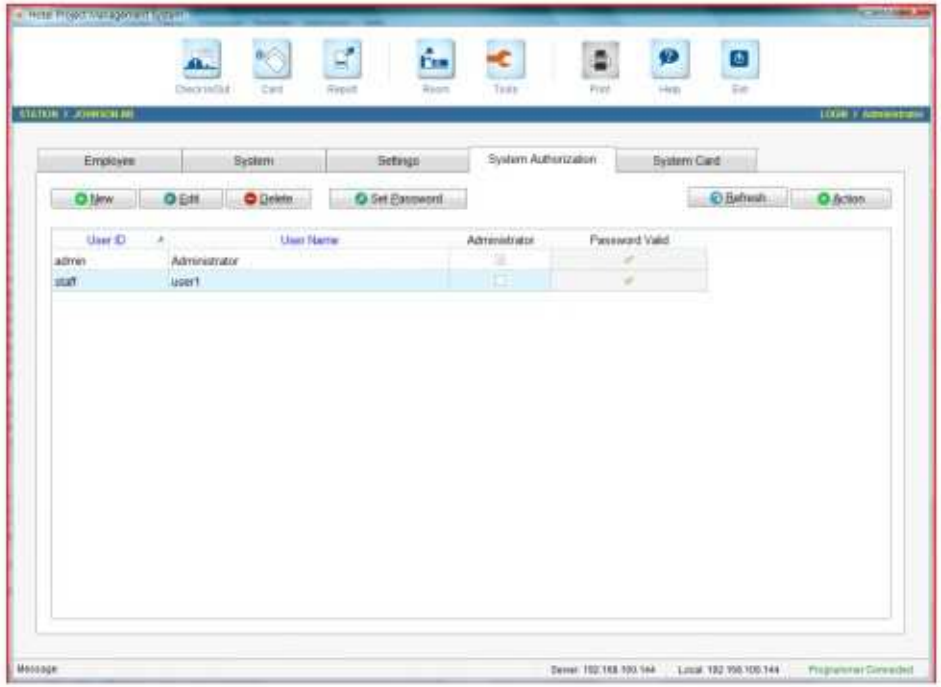
Tools/System Authorization

System Authorization:

- User ID: the hotel staff ID number.
- User Name: the login name for this account.
- Administrator: check for admin level, uncheck will be normal user level.
  1. Normal User level can not see Tools menu. Some function in Cards section will also be limited.
  2. After creating new account, click “Set Password” to set the password.
- Password Valid: the login password for this account.

Note:

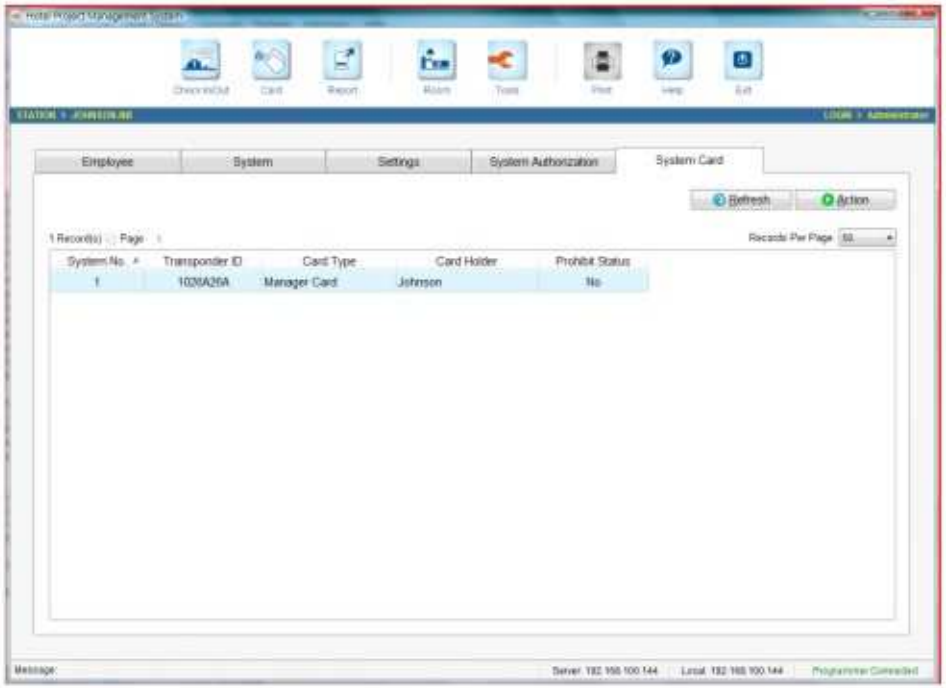
1. Admin user can not be deleted.
2. the User Name and Password are case sensitive.



Tools/System Card

System Cards:

- System Card includes the following 4 types of cards:
  - Manager Card
  - Service Card
  - Room Service Card
  - Backup Card
- System No.: the system serial number. (auto generate)
- Transponder ID: the serial number of the card.
- Card Type: type of card that is issued.
- Card Holder: the name/person that holds the card.
- Prohibited Status: the status of the card if it is prohibited.



Print/Exit/Appendix(Card List)

Print:
Description: Click Print icon to print any necessary information out by paper.

Exit:
Description: Exit the HPMS software.

Card List:

Card List	Expire Date	Open Door	Inside Lock	System Card
Temporary Card	YES	YES	Default:NO	NO
Set Door Opening Card	YES	YES	Default:NO	NO
Service Card	YES	YES	Default:NO	YES
Room Service Card	YES	YES	N/A	YES
Manager Card	NO	YES	YES	YES
Prohibited Card	YES	NO	NO	NO
Cancellation Card	N/A	NO	NO	NO
Emergency Card	YES	YES	YES	NO
Set System Code Card	N/A	NO	NO	NO
Set Room No. Card	N/A	NO	NO	NO
Backup Card	N/A	YES	YES	YES
Time Card	N/A	NO	NO	NO
Event Card	N/A	NO	NO	NO
Reset Card	YES	NO	NO	NO
Login Card	N/A	NO	NO	NO
Guest Card	YES	YES	YES	NO

N/A = Not Available
Blue color = System Cards